Bengaluru Metropolitan Transport Corporation (BMTC)

Tender No. BMTC/2024-25/SE0730/Call3

Date:27-06-2025

Pre-Bid Responses of

SELECTION OF TECHNOLOGY SOLUTION PROVIDER FOR

Supply, Commissioning and Maintenance of

SMART ELECTRONIC TICKETING MACHINES

With Comprehensive Ticketing Solution on Rental Basis

June 2025

[WebSite:htpp://kppp.karnataka.gov.in]
Communication Address:
Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation (BMTC), Central Offices, KH Road,
Shanthinagar, BENGALURU-27. Telephone: 080-22537462
E-mail:cosp@mybmtc.com

Pre-Bid responses Tender No: BMTC/2024-25/SE0730/Call 3

Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
1	Quantum	BMTC_RFP	57 and 19 Sl. No. 6	PQ FORM 12 Declaration on not being blacklisted. (To be submitted on company letter head) and Self-declaration by the Bidder and members of Consortium duly notarized and signed by the authorized signatory on Non-judicial stamp paper of appropriate value.	Please clarify PQ FORM 12 Declaration on not being blacklisted to be given in company letter head or Non-Judiciary stamp paper.	Self-declaration by the Bidder and members of Consortium duly notarized and signed by the authorized signatory on Non-judicial stamp paper of appropriate value to be considered.
2	Quantum	BMTC_RFP final	Page 2	Last date and time for bid submission/uploading of Bid, 30.06.2025 @ 3 PM	Last date and time for bid submission/uploading of Bid, 15.07.2025 @ 3 PM	RFP condition prevails
3	Radiant Info	3 : Net worth	18	The bidder in case sole bidder OR all members in case of Consortium should have positive net worth in the preceding three years (2021-22, 2022-23, 2023-24).	Radiant has been actively engaged in the mobile ticketing system domain for the past 28 years, with approximately 90% of our revenue generated from the transport segment. However, during the COVID-19 pandemic period (2019-2022), the road transport sector faced significant challenges, which adversely impacted our financial performance. Despite these unprecedented distruptions, we have successfully recovered and coverd our COVID-related losses over the subsequent two financial years 2022-2023 and 2023-2024. As a result, we have achieved a positive net worth in the most recent financial year, i.e., 2024-2025. Considering BMTC's involvement in the transport sector and the shared impact of pandemic on our industry, we respectfully request the esteemed BMTC management to kindly consider a relaxation in the net worth criteria, allowing for evaluation based on the latest financial year. We respectfully request the esteemed management of BMTC to consider revising this clause by limiting the requirement of positive net worth to the most recent financial year, i.e., 2024-25 only. or We respectfully request the esteemed management of BMTC to consider revising this caluse by limiting the requirement of positive net worth to either member of Consortium.	RFP condition prevails

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4	Radiant Info	2: Technical Capability (Point-4)	25	Proof of Concept/ Live Demonstration of ETMs along with Central Web based Fare Collection software (The bidder should demonstrate the features of the ETM being proposed through a live demonstration or using prototype application) (b) RFID and Digital Payment Features 1) QR Ticketing (2 Marks Each) • Generate dynamic QR code in ETM. • Print ticket on successful payment through UPI. 2) Ticketing through closed loop stored value card such as Shakti smart card • Read balance amount in the card • Issue ticket and update balance by tapping card. • Recharge card through ETM. 3) Student Pass Smart Card Validation • Validate date. • Validate route. • Accept and print ticket if valid. 4) Paper QR Code Validation 5) Ticketing through open loop card including NCMC • Read any open loop card including NCMC. Validate any open loop card including NCMC and issue ticket	We have successfully implemented both closed-loop and open-loop payment systems in our Andorid-based mobile applications. Additionally, we have effectively deployed open-loop functionality on smart Electronic Ticketing Machines (ETMs), demonstrating our capability in delivering seamless and secure digital payment solutions. These proven capabilities can be readily extended to smart ETMs, enabling robust, scalable and future-ready transaction systems in line with the latest digital payment standards. In light of this, we respectfully request the esteemed BMTC management to kindly consider our demonstrated experience with open-loop and closed-loop payment systems in Android platforms. As ETMs also operate on Android, our technical expertise and implementation proficiency are directly applicable and well-suited for smart ETM integration.	RFP condition prevails
5	Omnificent Technologies Pvt Ltd	Payment Terms and Conditions	129	Point 1 a: Supply of New ETMs loaded with firmware and activated 5G SIM card, 2 personal computers and 2 dot matrix printers per depot as per BMTC requirements,	We request corporation to kindly consider to make payment to bidder against deployment of the Depot Hardware Infrastructure.	Please refer Addendum

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6	Omnificent Technologies Pvt Ltd	Payment Terms and Conditions	130	Point 12. Repair cost of the ETM shall be borne by BMTC in case of physical damage of the ETM when in BMTC custody and no monthly rental payment shall be made from the reporting day of the damage till the ETM is brought back to working condition/ replaced.	We request corporation to consider Damages as Physical as well as Electrical Damages. Many a times the Motherboard PCB of the ETIM is damaged due to charging with unauthorized and faulty chargers. Hence, we request corporation to consider Damage both physical and electrical damages like PCB burning under Damages for re-imbursement by BMTC.	RFP condition prevails
7	Omnificent Technologies Pvt Ltd	Point d : Mobile App & scope of work	Page 100 & pg 113	A mobile app compatible with Android and iOS to be developed for viewing the Dashboard with all functionalities. The successful bidder shall develop and deploy the mobile app as per the requirements and suggestions of all user departments of BMTC & When BMTC desires to implement AFCS or any other IT project or additional Mobile App or upgrade the Depot Application during the entire contract period, the vendor shall provide necessary software support including development & integration of forms, reports, database procedures, EMS, interface application, ETM firmware etc. to meet the business requirements in time.	Since the services of corporation is meant for urban mass, Mobile ticketing and Mobile passes are most important features of the Project hence we request corporation to kindly consider the experience of Implementing Mobile ticketing with QR code based ticketing and validation. Also, Implementation Experience of integration of Smart card in any one project should be considered for TQ evaluation	RFP condition prevails
8	Omnificent Technologies Pvt Ltd	Scope of work Payment terms & condition	Page 130	Point 5: Selected bidder shall be responsible for integrating with existing AVLS application, payment gateway, validation of smart cards, NCMC cards and smart tickets, UPI payment as per BMTC requirements and futuristic IT projects.	Since integration of Smart cards and NCMC cards is part of the requirement. We kindly request the corporation to provide additional marks under the Technical Qualification (TQ) criteria for experience of Smart cards/ NCMC cards experience.	RFP condition prevails

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9	Omnificent Technologies Pvt Ltd	C. Scope of Work	Page 110	Point c) Supply of ETMs with Ticketing Solution The Bidder shall supply 11000 numbers of Smart ETMs initially on issual of Work Order, along with Ticketing Solution as per the business rules of BMTC. Total requirement is estimated to be around 15,000 numbers over next five years, which shall be required to be supplied as and when the demand arises from the operational units.	Since the project requires 11K Android ETIMs to be deployed and maintained for a tenure of 5 years and higher. We request corporation to include experience of Supply and Maintenance of Android ETIMs for at least 5K Android devices. We request corporation to keep weighted higher mark for such experience.	RFP condition prevails
10	Omnificent Technologies Pvt Ltd	12. Technical Proposal	Page 25	Point 2. Ticketing through closed loop stored value card such as Shakti smart card Point 5. Ticketing through open loop card including NCMC	The corporation envisages to introduce Shakti cards for women.This being important ticket category, hence we request corporation to keep higher marks for experience of such implementation or any other similar project.	RFP condition prevails
11	Evolute Fintech Innovations Pvt Ltd	11. Land Border Restrictions	20	11. Land Border Restrictions	In order to encourage open and competitive bidding, we request the removal of the mentioned clauses, as they significantly limit participation to only one or two bidders, thereby excluding other potential competitors. We also kindly request the removal of the subsequent annexures related to these clauses.	RFP condition prevails
12	Evolute Fintech Innovations Pvt Ltd	A. Project Implementation Timelines and Deliverables: Sl. No. 5	123	Supply and commissioning of Electronic Ticketing Machines (ETMs) along with ETM Software and centralized web based fare collection software. Final Go-live: Timeline T4: T3 + 30 days	We request to consider and make it as T4: T3 + 60 days	RFP condition prevails

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13	Chalo Mobility Pvt Ltd	12. Technical Proposal	23 - 26	TQ 1 to 4	**Consideration of Outcome-Based Technical Qualifications (TQs):** To ensure the selection of a technically proficient partner capable of delivering high-quality work, authorities are requested to incorporate operational metrics/outcomes in the Technical Qualifications (TQs). These metrics will serve as key indicators of the bidder's experience and technical expertise, demonstrating their ability to successfully execute the project.	RFP condition prevails
14	Chalo Mobility Pvt Ltd	Suggested TQ	-	Additional	**Suggested TQ: NCMC Enabled Ticketing Platform (for public buses):** As one of the objective of this tender is to deploy NCMC-compliant digital ticket solutions in buses, the bidder must demonstrate prior live deployments demonstrate the bidder's readiness to handle integrations, certifications, and operational rollouts at scale. *Experience in providing NCMC enabled ticketing platform for public buses for any Indian Government Transport body (STUs or SPVs).* *Number of Live projects with NCMC acquiring and card acceptance:* *1 Project: 5 Marks* *2-3 Projects: 10 Marks* *3 or more Projects: 15 Marks*	RFP condition prevails

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15	Chalo Mobility Pvt Ltd	Suggested TQ	-	Additional	**Suggested TQ: Issuance of Smart Cards (for public buses)** Smart card issuance at scale requires robust backend integration, customer onboarding, and operational readiness. Prior experience ensures smoother implementation and adoption at scale. *Experience in issuing smart cards for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) that have a pre-paid wallet and can store either a pass or travel plan.* *Smart card issuance in the 4 (four) years prior to the Bid Submission Deadline date in a single project:* *Upto 5,00,000: 5 marks* *5,00,001 to 7,50,000: 10 marks* *7,50,001 or more: 15 marks*	RFP condition prevails
16	Chalo Mobility Pvt Ltd	Suggested TQ	-	Additional	**Suggested TQ: Android-based ETM Deployment (for public buses)** Android ETMs are essential for flexibility, OTA updates, and integration with modern fare systems. Evaluation based on scale of deployment demonstrates vendor's ability to manage hardware logistics, support, and field operations at scale. This project itself requires deployment of approximately 11,000 Android-based ETMs, making it imperative to select a partner with proven experience at a comparable or larger scale. *Experience in deploying Android based ETMs for stage carriage buses for any Indian government transport body (STUs or SPVs) in the 4 (four) years prior to the Bid Submission Deadline date.* *Up to 5,000 ETMs: 10 marks* *5,001 – 10,000 ETMs: 15 marks* *More than 10,000 ETMs: 20 marks*	RFP condition prevails

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17	Chalo Mobility Pvt Ltd	Suggested TQ	-	Additional	**Suggested TQ: Mobile Tickets/Passes (Intra-city, Indian Govt. transport body)** Mobile ticketing adoption is a critical success metric for any digital ticketing system. Assessing bidders based on volume of mobile ticket sales in live public sector projects ensures experience with real-world challenges like device compatibility, user interface, commuter adoption, and system based automated validation. *Experience in mobile tickets / passes for intra-city stage carriage buses for any Indian government transport body (STUs or SPVs) -* *Mobile ticket/pass sales and validation in the 4 (four) years prior to the Bid Submission Deadline date in a single project:* *Upto 15,00,000: 5 marks* *15,00,001 to 30,00,000: 7.5 marks* *30,00,001 or more: 10 marks*	RFP condition prevails
18	Chalo Mobility Pvt Ltd	9. Pre-Qualification Criteria	19	PQ 6: No Blacklisting	To ensure that only companies with a proven track record of delivering quality services are eligible to bid, it is requested that the clause be amended to disqualify any companies that have faced termination in previous contracts. *"The bidder (Sole bidder or any member of Consortium) should not have been **blacklisted / terminated** by any Central/ State Government Department/ Smart City SPV/ PSU/ State Transport Undertaking or Municipal/City Transport Undertakings/Corporation in India as on the bid submission date."*	RFP condition prevails
19	Chalo Mobility Pvt Ltd	Section-4. Terms of Reference H. Service Level Requirements		2. O&M Phase - Overlapping SLA 1, 2, 3, 6 & 8	All these SLAs are linked together, failure in one will lead to another. We request the inclusion of a single SLA stating that the unavailability of ETIM, for any reason, should be duly considered. This will ensure clarity and consistency in performance evaluation.	RFP condition prevails

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20	Chalo Mobility Pvt Ltd	17. Format and Signing of Proposal	29	Point (a): The Proposal, and its copy, shall be typed or written in indelible ink and signed by the authorized signatory of the bidder who shall initial each page, in blue ink.	Considering the increasing adoption of digital processes, will the authority accept proposals that are digitally signed using a Digital Signature Certificate (DSC) instead of physically signing each page in blue ink? Please confirm if this mode of submission is permissible.	RFP condition prevails
21	Chalo Mobility Pvt Ltd	Suggested Payment Method		Additional	The Selected Bidder shall retain the fare collected through digital payment mediums up to the amount of the service fees payable to the Bidder. After daily revenue reconciliation, any excess amount shall be remitted to the designated account of BMTC. To ensure timely payments and financial sustainability, an escrow account shall be established to collect digital fare payments from passengers, similar to the BEST Mumbai model. Through this escrow mechanism, a minimum daily or monthly payment (e.g., 90% of the billed amount) shall be made to the Selected Bidder. Authorities may retain a certain percentage (e.g., 10% of the billing amount) to cover potential penalties or adjustments." Justification: 1. Ensures timely payments, mitigating financial strain on the service provider. 2. Enhances project efficiency and long-term sustainability. 3. Reduces administrative overhead by minimizing frequent paperwork. 4. Facilitates seamless operations and business continuity. Given the project's scale and financial requirements, a structured payment mechanism is essential to maintain cash flow and service quality. It is kindly requested to the authorities to consider incorporating this clause into the tender.	RFP condition prevails

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22	Pine Labs	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	17	The bidders should have supplied and implemented at least a total of 2500 Nos. of Smart ETMs to State Transport undertaking in India over the last five (5) years (2019-20, 2020-21, 2021-22, 2022-23, 2023-24) in single or in maximum of three orders. The orders on CAPEX model or RENTAL model or Combination of both CAPEX and RENTAL shall be considered. For example: The bidder has supplied and implemented 1000 Smart ETMs in 2019-20, 500 in 2020-21 and 1000 in 2022-23, the bid will be considered as the bidder has supplied and implemented at least 2500 Smart ETMs in last five years with maximum of three orders.	Copy of purchase orders from State Transport Undertaking/ System Integrator.(Humble request Besides State Transport to please consider Metropolitan and City Transport Corporation)	Already considered. Please refer RFP for clarity.
23	Pine Labs	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	17	Bidder shall have experience in any modes of digital payment through ETMs and integration with payment gateway.	Certificates from STUs with regard to successful implementation of Ticketing solution & Digital payment.(Humble request to consider Digital Paymets experience of other Merchants too besides Transit. Would request if 1000 Can be consider)	RFP condition prevails
24	Pine Labs	(A) ETM Hardware Specification (Battery)	Pg no 63	a) Min. 24 Wh or higher, capable of operating minimum of 16 hours in operation mode per single charge (minimum 16 Hours of battery backup) which includes 72 hours of sleep/ power saver mode.	Requesting your clarification 1. Please provide discription in Mh and V for better understing 3. The same project can work with 3000 Mhand 7.4V	Wh=mAh*V. Hence any combination can be considered.
25	Pine Labs	Other Requirements	Pg 64	a) Change of any hardware part of ETM should not lead to the change in machine serial number and it should be stored internally in the encrypted form apart from being physically embossed on the outer case of ETMs.	Sir we would be replacing device till the time our device is of the project for servicing. Sr no would change but no of required devices will stay in	RFP condition prevails
26	Pine Labs	Other Requirements	Pg 64	a) Charger should have logo of BMTC.	As discussed requesting to keep a sticker instead of embosing the logo	Refer RFP for clarity
27	Pine Labs	Other Requirements	Pg 64	i) Pouches to be replaced every year in all the ETMs.	Should be changed as per the need basis. Else of the cost of the device would increase.	Refer RFP for clarity

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28	Pine Labs	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs	19	Bidder shall have experience in any mode of digital payment through ETMs.	Humble request to take the experience of Digital Payment out. Request to Add bank for Digital transaction	Please read the condition under payment gateway services.
29	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	RFP Notification	2	Last date and time for bid submission/uploading of Bid 30.06.2025@15.00 Hrs	We request authorities to extend the bid submission date by at least 2 week.	RFP condition prevails
30	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	9.Pre-Qualification Criteria	17	The bidder should have cumulative turnover of minimum INR 30 crores for any three (3) financial years, out of preceding last six (6) audited financial years (2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24). During these three (3) financial years, the average annual turnover should be minimum INR 8 crores.	We request you to consider that 20 crore turnover in last three financial years consecutively. No cumulative turnover will be consdered.	RFP condition prevails
31	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	Experience in ETM ticketing and Web based centralized fare collection application and Digital Payment through ETMs.	18	The bidders should have supplied and implemented atleast a total of 2500 Nos. of ETMs enabled with any mode of digital payment to State Transport undertakings OR Municipal/City Transport Undertakings/Corporation in India over the last six (6) years	We request you to consider that the bidders should have supplied and implemented atleast a total of 1500 ETM's	RFP condition prevails
32	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	12. Technical Proposal	23	b.One sample device shall be submitted to the Office of the Controller of Stores & Purchases, BMTC, Central Offices, Bengaluru after submission of technical bid, well before opening of the technical proposal, on non-returnable basis.	We request you to return this device after contract is awarded	Agreed

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33	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	12. Technical Proposal 4. Proof of Concept/ Live Demonstration of ETMs along with Central Web based Fare Collection software (The bidder should demonstrate the features of the ETM being proposed through a live demonstration or using prototype application)	25	(a)Ticketing Features as per RFP 1)Print full and half tickets with details of cess, GST, Toll ticket, Toll pass ticket etc. 2)Print luggage tickets. 3)Print senior citizen tickets and Retired employees tickets. 4)Day Pass Issue 5)Pass entry option. 6)Print Women ticket with zero value.	Will BMTC provide any template for this or can the bidder choose the format to show the demo as per their experience?	Bidder to choose the format

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34	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	12. Technical Proposal 4. Proof of Concept/ Live Demonstration of ETMs along with Central Web based Fare Collection software (The bidder should demonstrate the features of the ETM being proposed through a live demonstration or using prototype application)	25	(b)RFID and Digital Payment Features	This needs to be demonstrated or document to be submitted for evaualtion?	To be demonstrated and also document to be submitted

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35	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	12. Technical Proposal 4. Proof of Concept/ Live Demonstration of ETMs along with Central Web based Fare Collection software (The bidder should demonstrate the features of the ETM being proposed through a live demonstration or using prototype application)	25	(b) (2)Ticketing through closed loop stored value card such as Shakti smart card	We understand any closed loop stored card will be considered, not only Shakti smart card. Kindly confirm	Yes. RFP has clarity
36	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	C.Scope for Work	113	•Integrations with existing Automatic Vehicle Location System (AVLS) and any designated Payment Gateway, API, WhatsApp Chat Bot etc.	Please confirm that Payment Gateway will be provided by BMTC or selected bidder	Selected bidder
37	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	ANNEXURE – I: ETM Hardware and Functional Specifications 19. Other Requirements.	88	g) The specification of the paper roll should be provided by the selected bidder.	We request you to provide number of daily ticket printed currently on average so that the bidder can make estimates for number of papers rolls to be supplied during the contract.	On an average per day BMTC ridership is 45 lakhs. Paper rolls will be provided by BMTC.

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38	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	E.Manpower Support	121	Project Manager BE/ MCA/ MBA or equivalent with Minimum 5 years of experience in implementation of Ticketing solution. He/ She should be well conversant with working of STUs and should be able to roll out all the requirements independently.	We request you to increase the Project manager experience to minimum 8 years to Manage and deliver the project timely manner.	RFP condition prevails
39	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	E.Manpower Support	121	Solution Architect BE/MCA or equivalent with minimum 3 years of experience in digital ticketing system and payment gateway integration.	In any industries Solution Architect usually have 10+ years experience. We request you to increase to minimum 10 years for solution archiect.	RFP condition prevails
40	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	E.Manpower Support	121	Cloud / Network Administrator and Database Administrator	We request you to increase Cloud / Network Administrator and Database Administrator experience to minimum 5 years to deliver and manage well.	RFP condition prevails
41	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	G.Project Implementation Timelines and Deliverables	123	ETM Software and centralized web-based fare collection software Development: T2: T1 + 45 days	We request you to increast the T2 duration as mentioned below. T2: T1 + 90 days	RFP condition prevails
42	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	I.Payment Terms and Conditions	130	3)A committee will be formed at division/zonal level comprising of Divisional Controller, Divisional Traffic Officer, Depot Manager to review the working condition of ETMs and to take decision on releasing the payment	Since there is EMS application to monitor the SLA, it may be consider to as per EMS application data. Manual process may delay the payment to selected vendor.	RFP condition prevails
43	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	RFP Notification	2	Bid Security Deposit: **10% of Contract value**		

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44	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	8. Earnest Money Deposit (EMD)	16	k) The signed **Bid Security/EMD Declaration** form by the Bidder accepting that if Bidder withdraw or modify their bids during bid validity period, Bidder will be suspended for part of any tendering process in state of Karnataka for period of one year from the date of notice issued.	We understand that Bid security and Performance Bank Guarantee both are same. This needs to be submitted by the successful bidder within 10 days of receiving the LOI. However, security percentage is mentioned differently at two places 5% and 10% respectively. Hence, we request you to confirm the percentage.	Bid security and EMD are one and the same, which is to be submitted by the bidder along with the bid in the KPPP portal Security Deposit is to be submitted by the succesful bidder after the release of Letter of Intent / Award of contract. Security Deposit to be read as 5%.
45	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	22. Modification and Withdrawal of Proposals	30	No proposal shall be modified or withdrawn in the intervening period between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. **Entire bid security may be forfeited if any of the bidders modify or withdraw their bid during the validity period.**		
46	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	24. Disqualification	32	p. If, the bid security, Pre-Qualification and technical proposal and the entire documentation submitted along with that found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bid;		
47	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	31. Security Deposit/Performance Security	35	b) The BG shall be furnished for an amount equivalent to **5% of total contract value** within 10 working days of issuance of LOI.		

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48	IBI GROUP INDIA PRIVATE LIMITED (Arcadis)	II. General Conditions of Contract	135	5. Performance Bank Guarantee The Performance Security shall be provided by the successful bidder no later than the date specified in the Letter of Intent (LOI) and shall draw a Demand Draft (DD) in favor of "The CAO-FA, BMTC, Central Offices, Bengaluru-560027" or an unconditional Bank Guarantee (BG) from any of the Nationalized Banks or scheduled Banks in favor of the "Controller of Stores and Purchases, BMTC, Central Offices, Bengaluru-560027" An amount equal to **5% of the Estimated Total Contract Value to be submitted as Bid Security** within 10 working days from the date of issue of Letter of Intent.		
49	AUM Infotech Pvt Ltd	Annexure 1, 7.g	86	PAPER OVER sensor.	Request this to be deleted as most Off the Shelf POS devices do not have this feature	RFP condition prevails
50	AUM Infotech Pvt Ltd	Annexure 1, 7.h	86	PAPER COVER OPEN sensor.	Request this to be deleted as most Off the Shelf POS devices do not have this feature	RFP condition prevails
51	AUM Infotech Pvt Ltd	Annexure 1, 8.g	86	Capable to print at least 3000 tickets per single charge.	Request you define the conditions of this test - (a) GPRS ON/OFF (b) Contactless Smart Card reader ON / OFF (c) GPS On /OFF	RFP condition prevails
52	AUM Infotech Pvt Ltd	Annexure 1, 8.g	86	Capable to print at least 3000 tickets per single charge.	Please reduce this to 1000 tickets per single charge if GPRS is enabled , Contactless Smart Card reader is enabled and GPS is OFF	RFP condition prevails
53	AUM Infotech Pvt Ltd	Annexure 1, 12.a	86	Operational Temperature: 10°C to 50°C	Please reduce this to 10 Deg C to 45 Deg C as many Off the Shelf POS devices do not meet these specifications	RFP condition prevails

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54	AUM Infotech Pvt Ltd	Section 4 - G.4	122	Project Implementation Timelines and Deliverables	Kindly incorporate time for ETMs to be tested and approved by STQC before supply of ETMs in T3 stage (T2 + 15 days +30 days)	RFP has clarity. Only the selected bidder need to arrange for testing of three ETMs, at Government recognized testing labs like STQC, ECIL etc. at his own cost as per the prevailing standard testing practices and meeting RFP requirements, prior to supply. Testing reports need to be submitted while submitting the Performance Bank Guarantee. RFP condition prevails
55	AUM Infotech Pvt Ltd	Section 4 - G.5	122	Project Implementation Timelines and Deliverables	Kindly include additional 30 days for activity T 4 for Procurement of ETMs after STQC approvals	RFP condition prevails
56	AUM Infotech Pvt Ltd	Section 4 - G.5	122	Project Implementation Timelines and Deliverables	Kindly confirm if CERT-IN Certification is part GO LIVE ; if yes, pls add additional 30 days' time for this activity (T4 = T3 + 30 days + 30 days)	CERT-IN Certification is part GO LIVE. RFP condition prevails
57	Manipal Payment and Identity Solutions	Annexure 1, 7.g	86	PAPER OVER sensor.	Request this to be deleted as most of the Shelf POS devices do not have this feature	RFP condition prevails
58	Manipal Payment and Identity Solutions	Annexure 1, 7.h	86	PAPER COVER OPEN sensor.	Request this to be deleted as most of the Shelf POS devices do not have this feature	RFP condition prevails

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Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
59	Manipal Payment and Identity Solutions	Annexure 1, 8.g	86	Capable to print at least 3000 tickets per single charge.	Request you define the conditions of this test - (a) GPRS ON/OFF (b) Contactless Smart Card reader ON / OFF (c) GPS On /OFF. Please reduce this to 1000 tickets per single charge if GPRS is enabled , Contactless Smart Card reader is enabled and GPS is OFF	RFP condition prevails
60	Manipal Payment and Identity Solutions	Annexure 1, 12.a	86	Operational Temperature: 10°C to 50°C	Please reduce this to 10 Deg C to 45 Deg C as many of the Shelf POS devices do not meet these specifications	RFP condition prevails
61	Manipal Payment and Identity Solutions	Section 4 - G.4	122	Project Implementation Timelines and Deliverables	Kindly incorporate time for ETMs to be tested and approved by STQC before supply of ETMs in T3 stage (T2 + 15 days +30 days)	RFP has clarity. Only the selected bidder need to arrange for testing of three ETMs, at Government recognized testing labs like STQC, ECIL etc. at his own cost as per the prevailing standard testing practices and meeting RFP requirements, prior to supply. Testing reports need to be submitted while submitting the Performance Bank Guarantee. RFP condition prevails
62	Manipal Payment and Identity Solutions	Section 4 - G.5	122	Project Implementation Timelines and Deliverables	Kindly include additional 30 days for activity T4 for Procurement of ETMs after STQC approvals	RFP condition prevails

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Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
63	Manipal Payment and Identity Solutions	Section 4 - G.5	122	Project Implementation Timelines and Deliverables	Kindly confirm if CERT-IN Certification is part GO LIVE ; if yes, pls add additional 30 days' time for this activity (T4 = T3 + 30 days + 30 days)	CERT-IN Certification is part GO LIVE. RFP condition prevails
64	Manipal Payment and Identity Solutions		58	PQ FORM 13: Component Rates	Whether we can add additional spare part list to the same & whether we need to submit only hardcopy of the list or need to upload the file under technical or financial bid as well in e procurement site.	RFP has clarity
65	Manipal Payment and Identity Solutions		122	Each division/zone of BMTC should be provided with Hardware/Software Maintenance and Support Engineer for servicing and up-keeping of the ETMs at all depots of respective division/zone enabled with required service centers and sufficient spares	How many manpower we need to deploy for each zone and what is the qualification. Also, is it permanent or as and when required? Please confirm what would be the qualifications	RFP has clarity
66	Manipal Payment and Identity Solutions		129	payment terms – Commercial format - (X+Y)= Bid Price *(C)	What is 'C' refers to?	c=conditions apply
67	Manipal Payment and Identity Solutions		129	Supply of New ETMs loaded with firmware and activated 5G SIM card ,2 personal computers and 2 dot matrix printers per depot as per BMTC requirements	Whether 4G or 5G SIM are required? As all other places of RFP, its mentioned as 4G SIM. Also, what would be the data pack required? Whether whitelisting required?	5G SIM Cards required with 4G LTE or higher, fallback 2G Network. Refer Addendum
68	Manipal Payment and Identity Solutions		129	Monthly charges for Cloud and Application Maintenance including connectivity charges per ETM – Payment will be made by the Central Office, BMTC within 3 Weeks from the date of submission of the bills with required supporting documents.	Our understanding is Vendor/bidder will get the mentioned amount irrespective of the ETM supplied/working conditions.	No. RFP has clarity

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Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
69	Manipal Payment and Identity Solutions		130	Full cost of the ETM shall be reimbursed by BMTC in case of ETM is fully damaged (beyond economical repairs) owing to BMTC handling / missing/ theft of ETM when in BMTC custody and no monthly rental payment shall be made thereafter for such ETMs. Replacement shall be provided in such cases with same terms and conditions	Who will bear the SIM cost & service cost thereafter for such replaced ETM?	Successful bidder will bear both the cost
70	Manipal Payment and Identity Solutions		135	An amount equal to 5% of the Estimated Total Contract Value to be submitted as Bid Security within 10 working days from the date of issue of Letter of Intent	Page 2 mentioned PBG as 10% & here under GCC it mentioned as 5%, which one we need to consider for the RFP.	Security Deposit to be read as 5%
71	Manipal Payment and Identity Solutions		140	Payment will be made monthly, starting from the date of Go-Live and continuing thereafter.	Whether BMTC will be paid partially till 100% GO Live for the supplied ETMS?	RFP has clarity
72	Manipal Payment and Identity Solutions			General	On day-to-day basis/EOD, ETM will be under the custodian of BMTC or with bidder?	ETM will be under custodian of BMTC
73	Manipal Payment and Identity Solutions		130	2 dotmatrix printers (136 column) per depot and SIM card & and connectivity.	Please provide the necessary specifications of the Printer	Refer Addendum
74	Manipal Payment and Identity Solutions			General	Our understanding is that the Insurance of the hardware is not required considering it being the rental model project. Please confirm	Bidder's scope

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Sl. No.	Company	Clause reference and Title	Page number	Clause Description	Query of the Applicant / Clarification sought by the Applicant	BMTC Response
75	Manipal Payment and Identity Solutions		122	For subsequent supplies, delivery schedule will be provided by BMTC. Accordingly, the bidder needs to ensure the supply of required number of ETMs in time to the concerned Central Stores, through which the machines to be distributed to depots.	Please confirm whether ETMS to be supplied at Central stores or directly at the depots?	ETMS to be supplied at Central stores